



# Human Services





# Human Services

## Child Development

### Head Start

The Human Services' Education Division administers the Head Start program. Since its inception in 1965, Head Start has provided comprehensive child and family development services to more than 50,000 families. Its mission is to promote self-sufficiency and well-being by providing quality, comprehensive child and family development services through:

- early childhood education;
- nutritious meals and snacks;
- medical and dental services;
- social services for families;
- activities for parents;
- assistance for children with special needs; and
- comprehensive child and family development services.

City of Phoenix Human Services Department  
200 W. Washington St., 19th Floor 85003-1611  
602-262-4040, fax 602-495-5690

### Did You Know ...

About 1,200 volunteers work in Human Services Department programs annually.

### AuThenTiCITY

*(see Education and Youth)*

### Youth Programs

*(see Education and Youth)*

## Job Training Programs

### Job Corps

518 S. Third St. 85004-2599  
602-254-5921, ext. 302  
1(800) 949-9445

The Phoenix Job Corps provides a comprehensive 24-hour residential program to prepare youth with basic education through GED, ESL or vocational training for meaningful employment. Services also include counseling, pre-apprenticeship training, participatory recreation and college programs.

### Youthbuild Phoenix/YouthSkilled

200 W. Washington St., 19th Floor 85003  
602-534-3687

The purpose of Youthbuild Phoenix is to unleash the positive energy of high

school dropouts ages 18 to 24 to rebuild their communities and their own lives with a commitment to work, education, responsibility and family.

These young people acquire construction skills, complete a high school education and receive leadership training while constructing new housing or rehabilitating existing housing for low-income or homeless people. Participants spend 50 percent of their time alternating between job site and school. The program also promotes involvement in a positive peer group and in the community.

YouthSkilled is a similar program that provides job training in areas other than construction.

## **Workforce Investment Act**

The Employment and Training Division of the Human Services Department facilitates and promotes employment, training and career advancement opportunities for a variety of populations. These include economically disadvantaged youth, adults, seniors and workers who are dislocated because of private sector layoffs.

Services include classroom and on-the-job training, work experience, internships, job placement assistance and supportive services.

The Workforce Investment Act of 1998 provides the framework for a unique national workforce preparation and employment system designed to meet both the needs of the nation's businesses and the needs of job seekers and those who want to further their careers.

The program is designed so customers can conveniently access the employment, education, training, and information services they need at a single location in their neighborhoods; have choices in deciding the training program that best fits their needs and the organizations that will provide that service; and have a right to information about how well training providers succeed in preparing people for jobs. It is also designed so that businesses provide information, leadership, and play an active role in ensuring that the system prepares people for current and future jobs. For information, call 602-262-6776.

## **Human Service Centers**

### **Family Service Centers**

Five multipurpose Family Service Centers, operated by Human Services, provide services that promote self-sufficiency to eligible adults and families. The services include case management, counseling services and emergency financial assistance with food, clothing, rent, utility payments, transportation and other

services. Participants also receive referrals to obtain food stamps, day care and training and employment, which are provided by social service agencies.

**Travis L. Williams Family Services Center**

4732 S. Central Ave. 85040  
602-534-4732

**Central Phoenix Family Services Center**

1250 S. Seventh Ave. 85007  
602-534-1250

**West Phoenix Human Services Center**

3454 N. 51st Ave. 85031  
602-262-6510

**Sunnyslope Family Services Center**

914 W. Hatcher Ave. 85021  
602-495-5229

**Sky Harbor Family Services Center**

1818 S. 16th St. 85034  
602-495-5193

**Senior Services PACE**

200 W. Washington St.  
17th Floor 85003  
602-262-6631

**Senior Centers**

*(See also Parks, Recreation and  
Libraries - Senior Programs)*

**Ahwatukee Senior Center**

5051 E. Elliot Road 85044  
602-893-6835

**Luke Krohn Senior Center**

1940 1/2 E. Villa St. 85006  
602-262-6835

**McDowell Place Senior Center**

1845 E. McDowell Road 85006  
602-262-1842

**Paradise Valley Community Center**

17402 N. 40th St. 85032  
602-495-3785

**Senior Services East Senior Center**

1818 S. 16th St. 85034  
602-262-7305

**Shadow Mountain Senior Center**

c/o Elks Lodge  
14424 N. 32nd St. 85032  
602-534-2303

**South Mountain Community Senior Center**

212 E. Alta Vista Road 85040  
602-262-4093 or 602-262-4097

**Squaw Peak Senior Center**

2927 E. Campbell Ave. 85016  
602-262-7807

**Sunnyslope Senior Center**

802 E. Vogel Ave. 85020  
602-262-7572

**Chinese Senior Center**

734 W. Elm St. 85013  
602-262-6411

**Deer Valley Community Center**

2001 W. Wahalla Lane 85027  
602-495-3714

**Desert West Community Center**

6501 W. Virginia Ave. 85035  
602-495-3711

**Manzanita Senior Center**

3581 W. Northern Ave. 85051  
602-262-4949

*Family Service Centers, continued on next page*

**Marcos de Niza Senior Center**

305 W. Pima St. 85003  
602-262-4949

**Senior Opportunities West**

1220 S. Seventh Ave. 85007  
602-262-6610

**Northwest Senior Center**

19640 N. 35th Ave. 85308  
602-262-4791

**Westside Senior Center**

4343 W. Thomas Road 85031  
602-262-1609

**Homeless Services****Watkins Shelter**

The Watkins Shelter, operated by the United Methodist Outreach Ministries, provides evening shelter during the winter months for up to 350 single men, 40 single women and 10 families. The 10 families are those who cannot be assisted by one of the five Family Services Centers by 5 p.m. or on the weekends. Each person staying at the shelter receives a bed with blankets, hot shower, hygiene items, storage for belongings, clothing, a hot meal in the evening, and coffee and rolls in the morning.

The Watkins Shelter provides additional services to help “residents” resolve personal issues inhibiting their access to transitional or permanent housing, such as:

- casework services;
- employment services;
- behavioral health services;
- primary health care services;
- children’s COMFORT program; and
- referrals and transportation to Family Services Centers.

For information on Watkins Shelter, call 602-263-8900 or 1(800) 799-7739.

**Central Arizona Shelter Services (CASS)**

1209 W. Madison St.  
Phoenix, AZ 85007-3199  
602-256-6945

The shelter is open 24 hours. Intake is from 8 a.m. to 5 p.m., Monday through Friday. The shelter is wheelchair accessible. Eligibility for this program is:

- self-declaration of homelessness;
- employment required for working persons;
- no service to people who are destructive or disruptive; and
- must meet ADA requirements as defined by DES.

For information on availability, call 602-256-6945.

## Senior Programs

### Senior Companion Program

The dual purpose of this program is to create part-time volunteer community service opportunities for low-income persons who receive a small stipend, and in turn provide supportive person-to-person services assisting adults with exceptional needs, developmental disabilities or other special needs.

The program is a service through which people age 60 and older provide assistance and friendship to elderly individuals who are homebound and generally, living alone. By taking care of simple chores, providing transportation to medical appointments and offering contact to the outside world, senior companions often provide the service that keeps older residents from having to enter nursing homes. For information, call 602-256-3353.

### Phoenix Advocacy and Counseling for Elderly (PACE)

PACE offers counseling and casework services to Phoenix residents older than age 60. Services include a complete assessment to identify needs and problems that may prevent a quality lifestyle. Once needs are identified, experienced counselors may provide advocacy, supportive counseling, budget counseling, help with benefit applications as well as emergency food, clothing, housing and financial assistance.

Counselors are available at senior centers, Phoenix senior housing sites and other community facilities. Home visits also can be scheduled with individual counselors. PACE also contributes to the community through projects such as National Depression Screening Day, National Anxiety Screening Day, the PACE Holiday Projects and Fire Safety Assessments. For information, call 602-262-6631.

## Notes